



State of New Hampshire Department of Health and Human Services

REQUEST FOR INFORMATION RFI-2020-NHH-01-CONST

FOR

**Construction and/or Operation of a
Forensic Hospital**

September 4, 2018



REQUEST FOR INFORMATION

1. Overview and Purpose

1.1. Overview

This Request for Information (RFI) is issued by the New Hampshire Department of Health and Human Services (DHHS), New Hampshire Hospital (NHH) and the Department of Corrections (DOC), Secure Psychiatric Unit (SPU) to solicit information regarding the construction and/or operation of a forensic hospital (Facility). The proposed Facility would accommodate approximately one hundred (100) individuals, with separate units for men and women, and would be exclusively utilized as a licensed forensic hospital in the State of New Hampshire.

1.2. Purpose

Forensic patients currently receive care at the SPU, NHH, and the Laconia Designated Receiving Facility (LDRF). The envisioned Facility would consolidate forensic care within one location and provide a comprehensive program for the forensic patients. The proposed Facility would be constructed and operated in accordance with the Joint Commission (JC) Accreditation for Acute Psychiatric Hospitals. Licensing as a healthcare facility in the State and initial JC accreditation will be required upon occupancy and maintained thereafter.

The Facility would house forensic psychiatric patients and accommodate for the delivery of psychiatric services. The population served would include, but not be limited to, those Not Guilty by Reason of Insanity; those Incompetent to Stand Trial; committed patients that have engaged in dangerous behavior that cause them to be a threat to themselves or others; forensic patients that are dually diagnosed with developmental disability; and all others that would benefit from a comprehensive forensic program.

The State seeks information from Respondents and topic area experts that will help the State define its vision for the Facility. The State also seeks information regarding pricing and delivery timelines from Respondents that address the Factors to Consider (Section 4) presented herein. The State is considering all available solutions that would ensure the wellbeing of the patient population. Respondents may provide information on all options including, but not limited to:

- Option #1 – Construction and Operation of a New Facility.
- Option #2 – Renovation of Existing Facility and/or Addition of New Facilities and Operation of Facilities.
- Option #3 – Construction of a New Facility which the State of New Hampshire will then Operate.
- Option #4 – Renovation of Existing Facility and/or Addition of New Facilities which the State of New Hampshire will then Operate.



2. Background Information

2.1. Department of Health and Human Services, New Hampshire Hospital

- 2.1.1. The Department of Health and Human Services (DHHS), New Hampshire Hospital (NHH) provides acute, inpatient psychiatric services for children, adults, and the elderly who need active treatment and other essential supports within a continuum of community-based care. Specialized diagnostic and therapeutic services are provided for approximately 2,000 patients each year, keeping their 168 beds full. Half of hospital patients are discharged within ten days.
- 2.1.2. Approximately 600 staff includes board certified psychiatrists, general medical services, specialized nursing, allied clinical, administrative and support personnel.
- 2.1.3. NHH staff work together with treatment providers at other treatment sites to assess the patients for admission into NHH or to consider patient transfer to another treatment site.
- 2.1.4. Treatment is provided to patients within the acute psychiatric hospital setting, and treatment updates are typically provided to the applicable community-based treatment providers.
- 2.1.5. Discharge of patients is planned and coordinated with applicable community based treatment providers and applicable step-down treatment sites.

2.2. Department of Corrections, Secure Psychiatric Unit

- 2.2.1. The Department of Corrections (DOC), Secure Psychiatric Unit's (SPU) mission is to provide a professional multi-disciplinary approach to the evaluation, crisis intervention, ongoing treatment and discharge planning for both acutely and chronically dangerous patients, in a safe and secure involuntary forensic facility serving patients identified from all levels of the criminal justice system, and the mental health and the intellectually disabled service system consistent with public safety pursuant to the laws of the State of New Hampshire.
- 2.2.2. The DOC pursuant to RSA 622:46 establishes the clinical and treatment standards for the SPU in consultation with DHHS. Patients come to this unit due to behavioral health issues associated with dangerousness in instances when a court orders a pre-trial evaluation and treatment, when persons are transferred from the prison or jail for acute psychiatric care, when found not guilty by reason of insanity, when civilly committed by the Probate or Superior Court, when transferred from the New Hampshire Hospital, or when transferred from the Intellectual Disability system. The Unit receives both male and female residents. Annually, over 60 individuals are admitted to the SPU.
- 2.2.3. The Secure Psychiatric Unit (SPU) staff engage with individuals who are:



- 2.2.3.1. Court-ordered committed for involuntary treatment (RSA 135-C)
- 2.2.3.2. Court-ordered committed for restoration of competency (RSA 135:17)
- 2.2.3.3. Court-order committed for not guilty by reason of insanity (RSA 651:9)
- 2.2.3.4. Transfer by county or state corrections for treatment due to emergent psychiatric treatment needs (RSA 623:1)
- 2.2.3.5. Emergency transfer from NHH due to dangerous behavior (RSA 622:45)
- 2.2.3.6. Court-ordered committed due to dangerousness, criminal behavior, and intellectual disability (RSA 171-B)
- 2.2.3.7. Court-ordered committed as sexually violent predator (RSA 135-E)
- 2.2.4. A multi-disciplinary team inclusive of psychiatrists, social workers, psychologists, specially trained correctional officers, nurses and other disciplines, treat the patients to ensure their safety while engaging them in treatment planning with the goal of discharge to a reduced setting when clinically appropriate and in line with New Hampshire laws.

3. Objectives

3.1. Preliminary Objectives

- 3.1.1. The Department of Health and Human Services (DHHS) and the Department of Corrections (DOC) are collaborating to ensure that forensic patients suffering from symptoms of mental illness obtain care in a therapeutic environment consistent with evidenced-based practice in forensic psychiatry. Through this collaboration and development of a new facility, the added inpatient capacity is expected to reduce the number of psychiatric patients waiting in hospital emergency rooms for inpatient treatment at New Hampshire Hospital.
- 3.1.2. The Departments intend to provide a centralized location for patients who would qualify for services in the Facility including, but not limited to:
 - 3.1.2.1. Those Found Not Guilty by Reason of Insanity.
 - 3.1.2.2. Those Found Incompetent to Stand Trial.
 - 3.1.2.3. Committed patients who have been deemed dangerous to themselves or others.
 - 3.1.2.4. Forensic patients that are dually diagnosed with developmental disabilities.
 - 3.1.2.5. All others that would benefit from a comprehensive forensic program.



3.2. RFI Objectives

- 3.2.1. In issuing this RFI, the State desires to evaluate the costs associated with engaging a private entity to renovate or construct and/or operate a new Facility compared with the costs associated with a State-financed, State-run Facility. The Departments intend to:
 - 3.2.1.1. Evaluate Respondent-supplied information to conduct a comparative analysis of the possible solutions to aid in determining the optimal approach for this new Facility.
 - 3.2.1.2. Utilize information collected to facilitate the evaluation of the feasibility and cost/benefit of suggested approaches for the development and implementation of a solution.
 - 3.2.1.3. Collect information to better understand opportunities for interoperability of the solution with other providers' and treatment sites' systems serving psychiatric patients.

4. Factors to Consider

4.1. Factors to consider regarding Construction/Renovation of a Facility include, but are not limited to:

- 4.1.1. Costs
- 4.1.2. Organization
- 4.1.3. Structural and management practices
- 4.1.4. Design-Related Operations:
 - 4.1.4.1. Working procedures, coordination, follow-up and cooperation with Vendors, Architect-Engineer
 - 4.1.4.2. Knowledge of commercial building construction and OSHA compliance
 - 4.1.4.3. Design knowledge regarding varying security levels
 - 4.1.4.4. Interfacing construction contracts
 - 4.1.4.5. Design knowledge related to Joint Commission Acute Psychiatric Hospital Environment of Care Standards
- 4.1.5. Construction Related Operations:
 - 4.1.5.1. Working procedures, coordination, follow-up, monitoring, and cooperation with Vendors
 - 4.1.5.2. Architect-Engineer and Owner relationships
 - 4.1.5.3. Use of Superintendents on job sites
 - 4.1.5.4. Inspection
 - 4.1.5.5. Technical support and consultants



- 4.1.5.6. Administration
- 4.1.5.7. Labor relations
- 4.1.5.8. Construction facilities, equipment, materials and staffing
- 4.1.6. Overlap of Design and Construction
- 4.1.7. Responsibilities and Liability
- 4.1.8. Improvements to operations in last five (5) years
- 4.1.9. Construction Management Control System
- 4.1.10. Computer systems
- 4.1.11. State of the Art processes
 - 4.1.11.1. Project Management
 - 4.1.11.2. Conceptual Estimating
 - 4.1.11.3. Life Cycle Costing
 - 4.1.11.4. Specification System
 - 4.1.11.5. Building Systems
 - 4.1.11.6. Partnering/Team Building
 - 4.1.11.7. Green Initiatives
- 4.1.12. Capacity
- 4.1.13. Long-Term Record
- 4.1.14. Local Knowledge
- 4.1.15. Project Experience
- 4.1.16. Joint Commission Physical Plant Standards
- 4.1.17. Litigation history

4.2. Factors to consider regarding Operation of a Facility include, but are not limited to:

- 4.2.1. Costs
- 4.2.2. Security
- 4.2.3. Medical and Behavioral Health Services (Gender responsive services)
- 4.2.4. Medical records shared according to 2009 New Hampshire Statutes, Section 622:47, Medical Records.
- 4.2.5. Patient Programs (Gender responsive services)
- 4.2.6. Employee Training including gender responsive issues
- 4.2.7. Treatment of transgender individuals using standards which include, but



are not limited to:

- 4.2.7.1. World Professional Association for Transgender Health (WPATH) standards.
- 4.2.7.2. Lesbian, Gay, Bisexual, Transgender, Intersex, and Questioning (LGBTIQ) materials.
- 4.2.8. Facility Management
- 4.2.9. Food and Laundry Services
- 4.2.10. Information Technology
- 4.2.11. Furnishings
- 4.2.12. Insurance considerations

5. RFI Explanation and Questions

5.1. RFI Is Not an RFP

- 5.1.1. This RFI is for information purposes only, and is not intended to result in a contract or vendor agreement with any respondent. This RFI is not a Request for Proposals, Bids, or Applications. The State is seeking community insight and information prior to finalizing business, functional, operational, and technical requirements before considering the publishing of a Request for Proposal (RFP).
- 5.1.2. This RFI does not commit the State to publish an RFP or award a contract. The issuance of an RFP, as a result of information gathered from these responses, is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether those vendors choose to submit a response to this RFI. This RFI is not a pre-qualification process.
- 5.1.3. Once information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposals (RFP) may be published by the Department to select a vendor for specific work to be performed which could potentially result in a contract after the completion of the RFP scoring process. Nevertheless, the issuance of any RFP in the future does not commit the Department to award a contract.

5.2. RFI Questions

- 5.2.1. The State is seeking a better understanding in the areas listed below, and requests interested Respondents to provide a response to each of the following questions, as applicable.

5.2.1.1. Respondent Organization/Experience

- Q1. Briefly describe your organization, client base, financial stability, and history. Please keep generalized marketing material to a minimum.*



Q2. *Describe any experience/expertise specific to the Factors to Consider listed in Subsection 4.*

Q3. *Provide your experience with adherence to state standards. Additionally, provide your experience staffing a project of this size.*

5.2.1.2. Recommended Approaches

Q4. *Provide your recommended approach for the provision of the Facility and its operation. In doing so, describe the basic strategy and the specific tasks required to execute your recommended approach.*

Q5. *Provide your analysis/recommendations for one or all of the proposed approaches.*

Q6. *Provide an outline of costs associated with your recommended approach.*

Q7. *Provide the functional capabilities that must be in place to ensure your approach is efficient and effective.*

Q8. *Provide an overview of the technology and service offerings that you currently provides.*

5.2.1.3. Training/Support/Reporting

Q9. *Provide the staff training that would be required.*

Q10. *Provide the levels and frequency of support that should be provided, including an outline of the staffing ratios and types of staffing needed to operate the proposed Facility should you select that option.*

Q11. *What are the levels of Department resources that would be needed pre-and post-construction?*

Q12. *Explain the levels and frequency of the support that should be provided by the Department after opening of the new Facility.*

5.2.1.4. Areas of Concern

Q13. *Every project has certain inherent risks. Describe the significant risk factors associated with your recommended approach and how they should be mitigated.*

Q14. *What other suggestions or recommendations do you have to ensure the development, construction, and/or operation of this Facility are successful?*

Q15. *Define any areas of concern that are related to the Factors to Consider in Subsection 4.*

Q16. *Are there additional questions or concerns that are important for the Department to consider with regard to developing and implementing your recommended approach?*



6. Notices

6.1. Sole Point of Contact or Designee

The sole point of contact for this RFI relative to the submission of requested information, from the RFI issue date until the potential publication of an RFP, if ever, is:

State of New Hampshire
Department of Health and Human Services
Ami Carvotta, Procurement Coordinator
Contracts & Procurement
Brown Building
129 Pleasant Street
Concord, NH 03301
Email: Ami.Carvotta@dhhs.nh.gov
Phone: (603) 271-9285

Other state personnel are NOT authorized to discuss this RFI before the submission deadline, other than a State-determined designee. The State will not be held responsible for oral responses to Respondents regardless of source.

6.2. RFI Timetable

Request for Information Timetable		
Item	Action	Date
1.	Release RFI	9/4/18
2.	Notice due to Point of Contract of interest in site visits	9/10/18
3.	Respondent site visits at both NHH and DOC	9/17/18
4.	Respondent site visits (backup date if first date needs to be modified by the Department)	9/20/18
5.	Respondent questions due	9/24/18 @ 3 PM
6.	Departments' answers to Respondent questions posted	9/26/18
7.	Information Submissions due	10/5/18 @ 3 PM

All times are according to Eastern Time. The State reserves the right to modify these dates at its sole discretion.



6.3. Respondent Questions and Answers

6.3.1. Respondent Questions

- 6.3.1.1. All questions about this RFI, including but not limited to requests for clarification, additional information or any changes to the RFI must be made in writing, citing the RFI page number and part or subpart, and submitted to the Procurement Coordinator identified in Subsection 6.1.
- 6.3.1.2. The Departments may consolidate or paraphrase questions for efficiency and clarity. Questions that are not understood will not be answered. Statements that are not questions will not receive a response.
- 6.3.1.3. The Departments will not acknowledge receipt of questions.
- 6.3.1.4. The questions may be submitted by e-mail; however, the Departments assume no liability for assuring accurate and complete e-mail transmissions.
- 6.3.1.5. Questions must be received by the deadline given in Subsection 6.2, RFI Timetable.

6.3.2. Department Answers

The Departments intend to issue responses to properly submitted questions by the deadline specified in Subsection 6.2, RFI Timetable. Oral answers given are non-binding. Written answers to questions submitted will be posted online at (<http://www.dhhs.nh.gov/business/rfp/index.htm>). This date may be subject to change at DHHS' discretion.

6.4. RFI Amendment

The Departments reserve the right to amend this RFI, as they deem appropriate prior to the submission deadline on their own initiative or in response to issues raised through Respondent questions. In the event of an amendment to the RFI, the Departments, at their sole discretion, may extend the submission deadline. The amended language will be posted on the DHHS Internet site.

6.5. Information Submissions

- 6.5.1. Information submitted in response to this RFI must be received no later than the time and date specified in Subsection 6.2. RFI responses must be addressed for delivery to the Sole Point of Contact listed in Subsection 6.1. Responses must be marked with **RFI-2020-NHH-01-CONST.**
- 6.5.2. Delivery of the Respondent's submission shall be at the Respondent's expense. The time of receipt shall be considered when a Respondent's submission has been officially documented by DHHS, in accordance with its established policies, as having been received at the location



designated in Subsection 6.1. The State accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Respondent's responsibility.

6.6. Property of Department

All material property submitted and received in response to this RFI will become the property of DHHS and will not be returned to the Respondent. The Department reserves the right to use any information presented in any submission provided that its use does not violate any copyrights, confidentiality, or other provisions of law.

6.7. RFI Response Withdrawal

Prior to the Closing Date for receipt of submissions, a submission may be withdrawn by submitting a written request for its withdrawal to Sole Point of Contact identified in Section 6.1.

6.8. Public Disclosure

- 6.8.1. Each Respondent acknowledges that the Departments are subject to the Right-to-Know law under NH RSA 91-A. Although information submitted as part of a response to this RFI may be subject to public disclosure under this law, the Respondent's business financial information, confidential information, and proprietary information such as trade secrets, business and financial models and forecasts, pricing information, and proprietary formulas are exempt from public disclosure under 91-A:5, IV.
- 6.8.2. In responding to this RFI, if the respondent seeks to maintain the confidentiality of its confidential commercial, financial, personnel, or proprietary information, the Respondent must clearly identify in writing the information it seeks to remain confidential and explain the reasons such information should be considered confidential. This should be done by separate letter identifying by page number and RFI section number the specific information requesting exemption from public disclosure pursuant to RSA 91-A:5.
- 6.8.3. The Departments shall maintain the confidentiality of the identified confidential insofar as it is consistent with applicable laws or regulations, including but not limited to NH RSA 91-A. The Departments are obligated to conduct an independent analysis of the confidentiality of the information submitted in an RFI. In the event the Departments receive a request identified by a Respondent as confidential, and the information is deemed not confidential through independent analysis, the Departments shall notify the Respondent and specify the date the Departments intends to release the requested information. To halt the release of information by the Departments, the Respondent must obtain and provide to the Departments, prior to the date specified in the notice, a court order valid and enforceable in the State of New Hampshire, at its



sole expense, enjoining the release of the requested information. If the Respondent fails to obtain a court order before the date specified in the notice, the Departments may release the information on the date the Departments specify in their notice without incurring any liability to the respondent.

6.9. Non-Commitment

Notwithstanding any other provision of this RFI, this RFI does not commit the Departments to publish an RFP or award a Contract. The Departments reserve the right to cancel this RFI and to solicit new or additional information under a new RFI process.

6.10. Liability

Respondents agree that in no event shall the State be either responsible for or held liable for any costs incurred by a Respondent in the preparation or submittal of or otherwise in connection with their submission.

6.11. Request for Additional Information or Materials

During the period from date of RFI Response submission to the date of RFP publication, if that should occur, the Departments may request from any Respondent additional information or materials needed to clarify information presented as part of their submission. Such a request will be issued in writing.

6.12. Oral Presentations and Discussions

The Departments may request some or all Respondents to make oral presentations based upon their submission. Any and all costs associated with an oral presentation shall be borne entirely by the Respondent. Respondents may be requested to provide demonstrations of any proposed solutions. Such a request will be in writing.

6.13. Site Visits for the Respondents

6.13.1. An optional site visit will be made available for Respondents and program areas to visit both NHH and the DOC, on the same day.

6.13.1.1. Respondents, interested parties, and program areas will be accompanied by the Procurement Coordinator listed in Subsection 6.1, as well as representatives from NHH and DOC.

6.13.1.2. Cell phones will not be allowed on the walk through due to confidentiality.

6.13.1.3. All attending will be required to sign in and show identification.

6.13.1.4. The walk through will start with a briefing meeting at the first location and a debriefing meeting to take any questions at the final location.

6.13.2. Respondents and program areas who intend to be present at the site visit are required to notify the Procurement Coordinator listed in



Subsection 6.1 no later than one week prior to the site visit.

6.13.3. The date for the walkthroughs is listed in Subsection 6.2, RFI Timetable, with a backup date should there be inclement weather on the initial date.

6.13.4. All paperwork and background checks must be completed one week prior to the walk through and submitted to the Procurement Coordinator listed in Subsection 6.1. Required information, paperwork, and background checks may include, but are not limited to:

6.13.4.1. Provision of the individual's name and dates of birth for each individual who will be attending.

6.13.4.2. Confidentiality forms for NHH.

6.13.4.3. A criminal background check.

6.14. Site Visits for the Department

The Departments may request a site visit for Department staff to review Respondent's organization structure, subcontractors, policy and procedures, and any other aspect of the RFI submission that directly affects the provisions of the RFI and the delivery of services. Any and all costs associated with the site visits incurred by the Respondent shall be borne by the Respondent.

7. RFI Response Submission Outline and Requirements

7.1. Presentation and Identification

7.1.1. Overview

7.1.1.1. Respondents are asked to examine all documentation and other requirements.

7.1.1.2. The Department requests that submissions conform to all instructions, conditions, and requirements included in the RFI.

7.1.1.3. Respondents are requested to address all RFI Questions in Subsection 5.2, and agree to the conditions specified throughout the RFI. All Factors to Consider in Section 4 that are applicable should be incorporated into the Respondents' answers to the RFI Questions.

7.1.1.4. Submissions should be received by the date and time specified in the RFI Timetable, Subsection 6.2, and delivered, under sealed cover, to the Procurement Coordinator specified in Subsection 6.1.

7.1.1.5. Fax or email copies will not be accepted.

7.1.2. Presentation

7.1.2.1. Original hard copy submission at a minimum stapled.

7.1.2.2. Electronic copy on CD or Thumb Drive. (This will be printed out and copied for involved State employees.)



- 7.1.2.3. Front cover labeled with
 - 7.1.2.3.1. Name of company / organization
 - 7.1.2.3.2. RFI-2020-NHH-01-CONST

7.2. Outline and Detail

7.2.1. Submission Contents – Outline

- 7.2.1.1. Each Submission should contain the following, in the order described in this section (Each of these components must be separate from the others and uniquely identified with labeled tabs.):
 - 7.2.1.1.1. The Transmittal Cover Letter must be:
 - 7.2.1.1.1.1. On the Respondent organization's letterhead;
 - 7.2.1.1.1.2. Identify the name, title, telephone number, and e-mail address of the person who will serve as the Respondent's representative for all matters relating to the RFI;
 - 7.2.1.1.2. Table of Contents - The required elements of the Submission shall be numbered sequentially and represented in the Table of Contents.
 - 7.2.1.1.3. Executive Summary - The Respondent shall submit an executive summary to:
 - 7.2.1.1.3.1. Provide DHHS with an overview of the Respondent's organization;
 - 7.2.1.1.3.2. Demonstrate the Respondent's understanding of the potential solutions described in this RFI and any anticipated problems associated with each;
 - 7.2.1.1.3.3. Show the Respondent's overall design of the potential solution(s); and
 - 7.2.1.1.3.4. Specifically demonstrate the Respondent's familiarity with the potential solutions' elements, and the Respondent's solutions to the problems presented.
 - 7.2.1.1.4. Answers to RFI Questions
 - 7.2.1.1.4.1. The Respondent is asked to answer all questions and include all applicable items requested in Subsection 5.2.
 - 7.2.1.1.4.2. Responses must be in the same sequence and format as listed in Subsection 5.2.



- 7.2.1.1.5. Description of Organization - Respondents must include in their submission a summary of their company's organization, management and history and how the organization's experience demonstrates the ability to meet the needs of requirements in this RFI. At a minimum, the Respondent must respond to:
- 7.2.1.1.5.1. General Company Overview
 - 7.2.1.1.5.2. Ownership and Subsidiaries
 - 7.2.1.1.5.3. Company Background and Primary Lines of Business
 - 7.2.1.1.5.4. Number of Employees
 - 7.2.1.1.5.5. Headquarters and Satellite Locations
 - 7.2.1.1.5.6. Current Project commitments
 - 7.2.1.1.5.7. Instances of whether proposed solutions were implemented
 - 7.2.1.1.5.8. Mission Statement
 - 7.2.1.1.5.9. Programs and activities of the organization
 - 7.2.1.1.5.10. Number and type of people served
 - 7.2.1.1.5.11. Programmatic accomplishments